# TRUST REPORTER

## User Manual

Web-Based Reporting and
Statement Distribution

Fitek LLC

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# 1. Accessing TrustReporter

### 1.1 To access the TrustReporter Login Page:

1. Open your browser
2. Enter the following link to the TrustReporter Login Page (Figure 1)
   a. https://trustreporter.com/TRv3/?bankabvr=<bank abvr>
   b. Replace the variable <bank abvr> entry with the correct value.

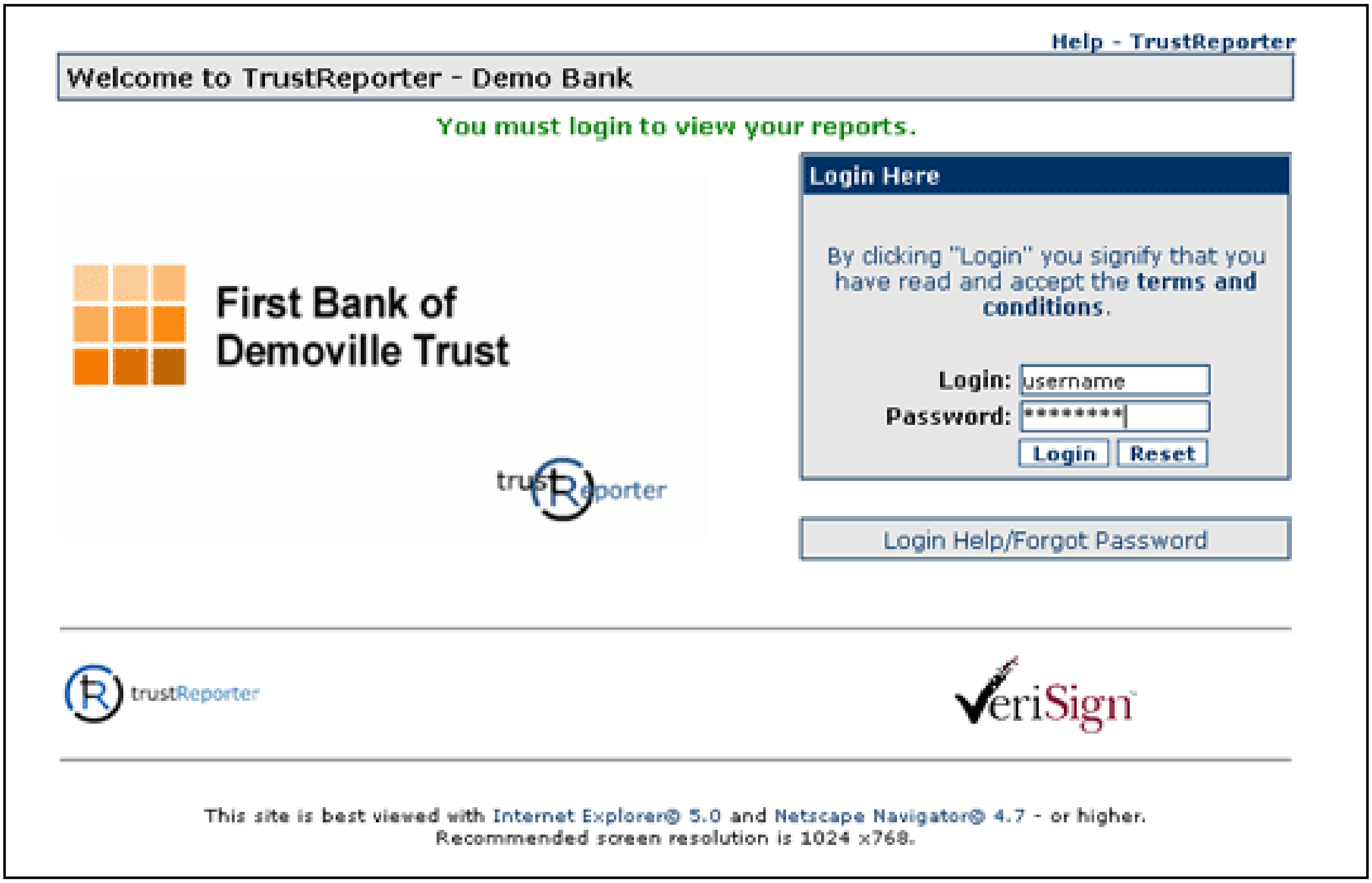


Figure 1: TrustReporter Login Page

### 1.2 To log in to TrustReporter:

1. Enter your Login name and Password in the correct fields
2. Click the Login button.
3. The TrustReporter Welcome Page (Figure 2) is displayed.

## 1.2 Initial log in to TrustReporter:

1. Enter your Login name and Password in the correct fields.
2. Click the Login button.
3. You will be asked to change your temporary password (Figure 2).
4. Enter in your Old Password.
5. Enter in your New Password and Confirm it.
6. Select “Save” to continue to the TrustReporter Welcome Page (Figure 3).

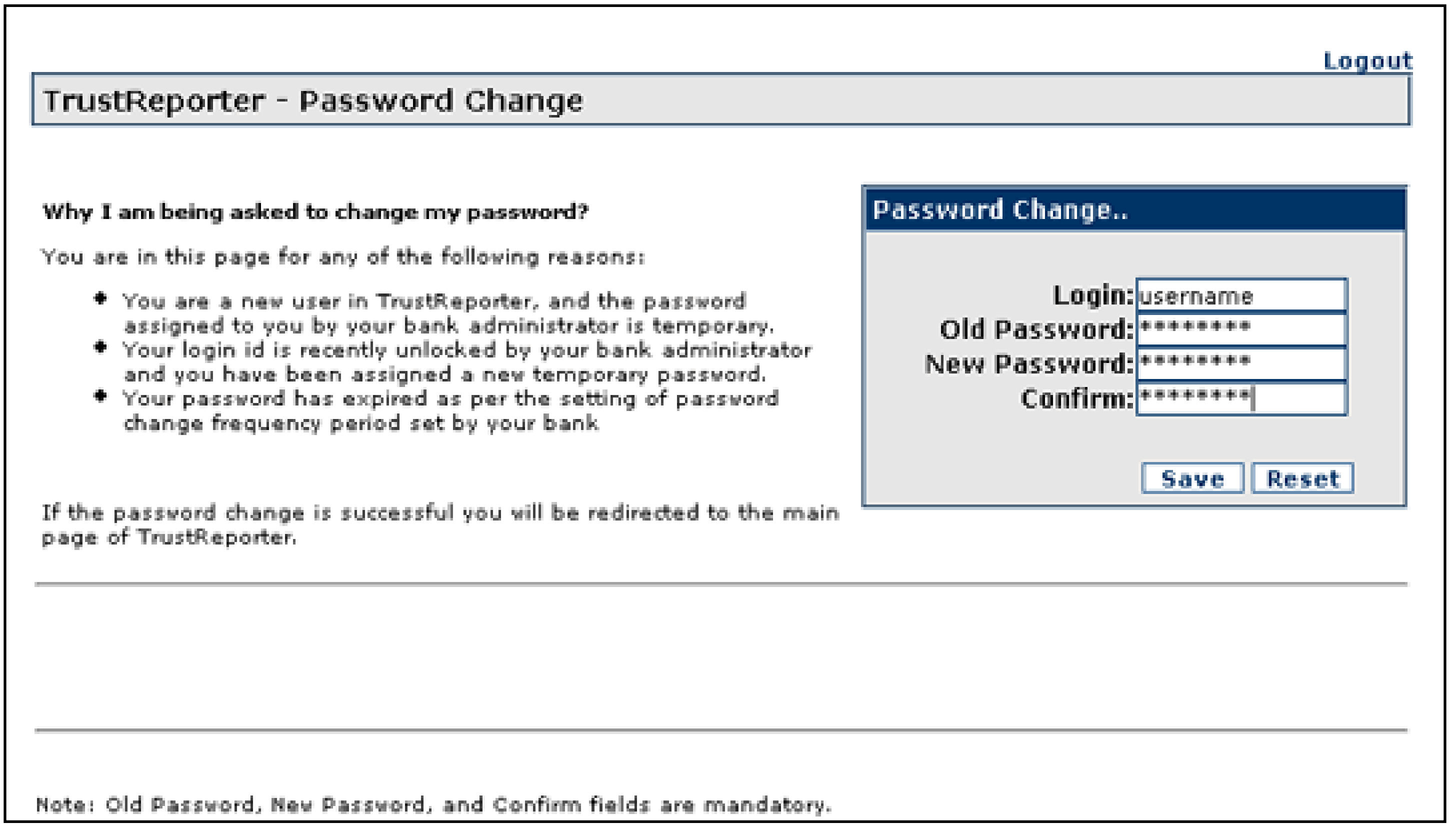


Figure 2: TrustReporter Password Change

# 2. TrustReporter Page Layout

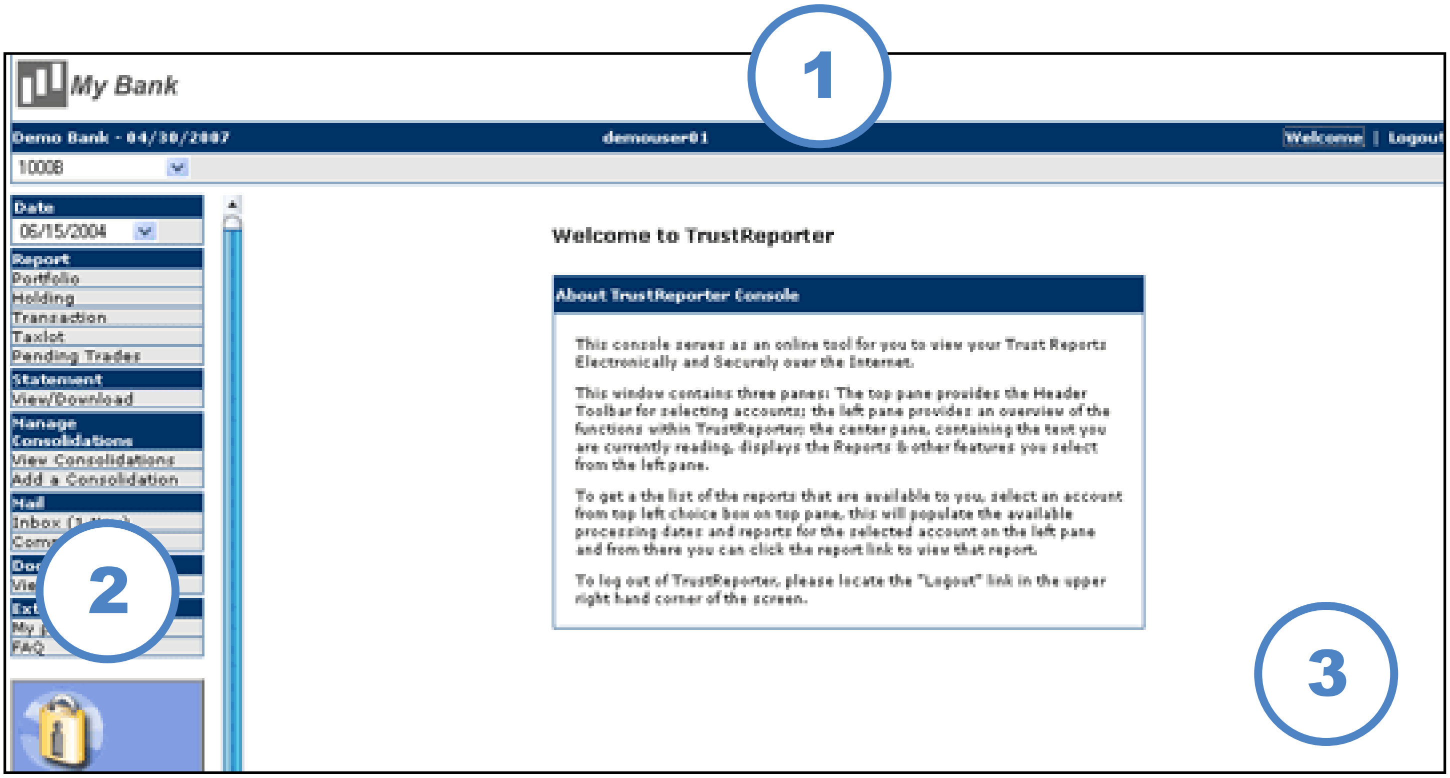



Figure 3: TrustReporter Welcome Page

1

**The Title Bar**

The Title Bar displays the name of your institution, current date, the Login Id you are using, and contains the Welcome and Logout links, which will display the TrustReporter Welcome page or Log you out of TrustReporter respectively.

2

**The Menu Tree**

This is the menu you will be using while navigating through TrustReporter. The Menu Tree contains links to reports, statements, consolidations, mail, documents and extras.

3

**The Main Display**

The Main Display area is main workspace in TrustReporter, it is where the menu items are displayed when selected.

# 3. TrustReporter Menu Tree

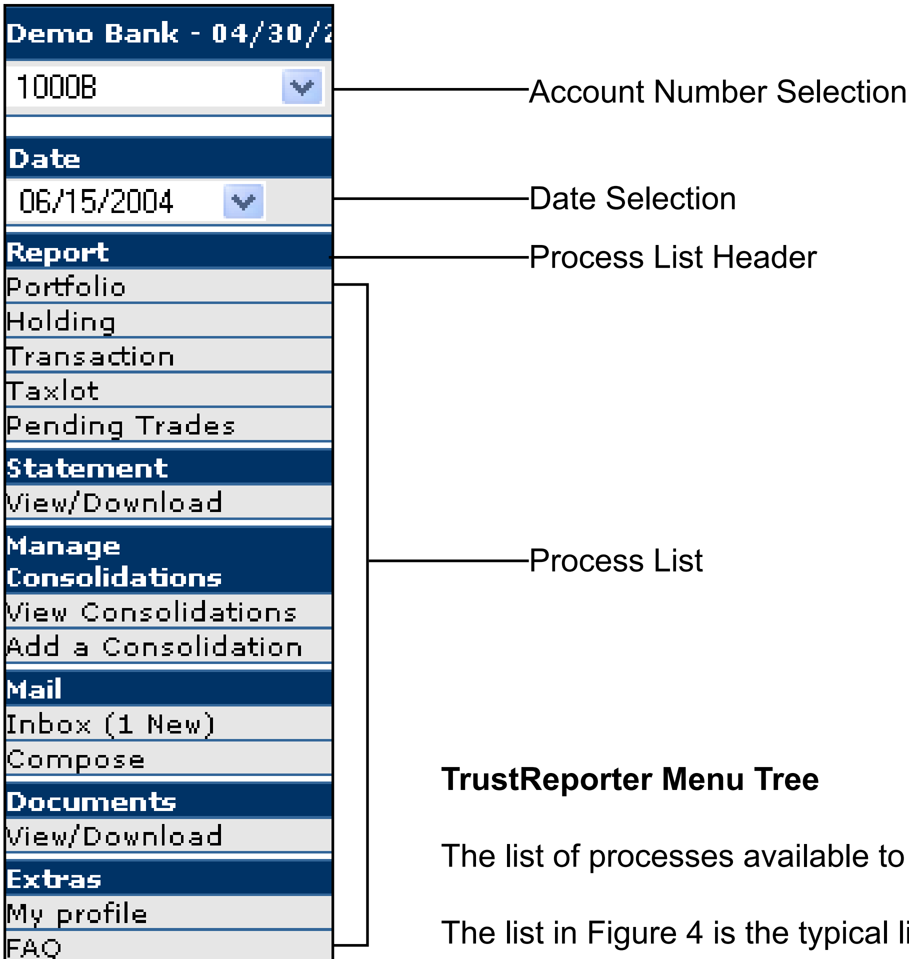


Figure 4: TrustReporter User Menu Tree

**TrustReporter Menu Tree**

The list of processes available to a user is displayed in the menu tree.

The list in Figure 4 is the typical list that a user would see. You may have more or less depending on your institutions subscription settings.

# 4. Report Menu

The Report menu (Figure 5) contains the Report types that are available for your viewing online. Your choices may include: Portfolio, Holdings, Transaction, Taxlot and Pending Trades.

By Clicking on any one of the Report Types, TrustReporter will retrieve your report based on the processing date selected in the Date Menu (directly above the Report Menu). Note that if you wish to view a different date for the currently displayed Report, you must first select the new date from the Report Menu, and then click on the Report Type in the Report Menu. If you wish to view a Report for a different account, you will first need to select the desired account on the Title Bar, select the date from the Date Menu, and click on the desired Report in the Report Menu.

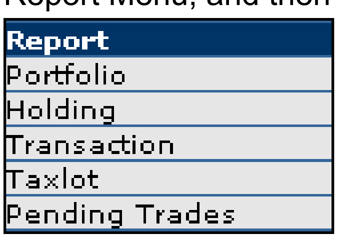


Figure 5: Report Menu

## 4.1 Portfolio Summary Report

The Portfolio Summary Report is compromised of four (4) tables containing different information relating to your Account's Portfolio. The four tables are Portfolio Composition, Sources & Uses of Funds, Investment Earnings and Gain/Losses on Transactions. The Portfolio Report has 2 levels of depth. The Top level is the Summary that you see when you select the report (Figure 6). The second level appears when you click on any bold text, if available, in the Portfolio Composition table (Figure

**Portfolio Summary**

| | | | | |
|---|---|---|---|---|
| **Account Name:** | John Mathews T/U/A | **Account No.:** | 1000B | **Mark As Favorite** |
| **Processing Date:** | 06/15/2004 | | | |

| Portfolio Composition | Market Value ($) | Percentage(%) |
|---|---|---|
| **Equities** | 711,461.00 | 99.55 |
| **Fixed Income** | 11,118.60 | 1.56 |
| Uninvested Cash | -7,932.96 | -1.11 |
| Total Portfolio Value | 714,646.64 | 100 |
| Estimated Annual Income | 9,776.57 | |

| Sources & Uses of Funds | | Amount($) |
|---|---|---|
| Total Portfolio Value | 06/01/2004 | 712,329.99 |
| Cash & Asset Receipts | | 0.00 |
| Cash & Asset Distributions | | 0.00 |
| Investment Earnings | | 2,316.65 |
| Investment Change | | 0.00 |
| Total Portfolio Value | 06/15/2004 | 714,646.64 |

| Investment Earnings | This Period ($) | Year to Date ($) |
|---|---|---|
| Interest - Tax Free | 0.00 | 0.00 |
| Interest - Taxable | 23.65 | 124.89 |
| Dividends - Taxable | 2,293.00 | 5,001.50 |
| Other Income | 0.00 | 0.00 |
| Net Accrued Interest Bot/Sld | 0.00 | 0.00 |
| Total Investment Earnings | 2,316.65 | 5,126.39 |

| Gain/Losses On Transactions | This Period ($) | Year To Date ($) |
|---|---|---|
| Realized Gains | 0.00* | 0.00* |
| Realized Loss | 0.00* | 0.00* |
| | | |
| Total Portfolio Value | | 714,646.64 |
| Less : Tax Cost Basis | | -270,082.50 |
| Cash Balance | | -7,932.96 |
| Unrealized Gains & Losses | | 460,430.06 |

Portfolio components may not equal 100% due to rounding.
*Gain or loss amount as shown may not reflect the amount to be used for income tax purposes.

Figure 6: Portfolio Summary

| Portfolio Composition | Market Value ($) | Percentage(%) |
|---|---|---|
| **Equities** | 711,461.00 | 99.55 |
| **Fixed Income** | 11,118.60 | 1.56 |
| Uninvested Cash | -7,932.96 | -1.11 |
| Total Portfolio Value | 714,646.64 | 100 |
| Estimated Annual Income | 9,776.57 | |

Figure 7: Portfolio Composition Drill Down

7). A Summary of your selection, as well as Additional Details are displayed on Level 2 (Figure 8). Note that on level 2 the "Back" button will take you up one level to the Main Report.

**Fixed Income**

| | | | |
|---|---|---|---|
| **Account Name:** | John Mathews T/U/A | **Account No.:** | 1000B |
| **Processing Date:** | 06/15/2004 | | |

| Summary | |
|---|---|
| Cost Basis | 12,000.00 |
| Market Value | 11,118.60 |
| Estimated Annual Income | 319.57 |
| Total Portfolio Value | 714,646.64 |
| Portfolio % | 1.56% |
| Yield % | 2.87% |

**Details**

| Investment Category | | | Tax Cost | Market Value | Estimated Annual Income |
|---|---|---|---|---|---|
| **Mutual Funds - Bond** | | | | | |
| Short-Intermed Bond Portfolio | | | 12,000.00 | 11,118.60 | 319.57 |
| **Totals** | | | **12,000.00** | **11,118.60** | **319.57** |

Back

Figure 8: Portfolio Summary Level 2

## 4.2 Account Holdings Report

The Holdings Report displays your current and past month end investment holdings. The Holdings Report has 2 levels of depth. The Top level is the Summary of your holdings that you see when you select the report (Figure 9). You will notice that certain Holdings have a symbol or a P to the left of them. Clicking on the symbol will allow you to drill down to the Taxlot information of that particular asset (Figure 10) and by clicking on the P will allow you to drill down to the Pending Trade information for that particular asset (Figure 11). Note that on level 2, clicking on the "Back" button will take you back up to the summary screen.

Additionally you have the ability to sort your Holdings Report in Ascending or Descending order by clicking on the up/down arrows next to the Shares Per Value, Investment Company, or Market Value

**Summary Of Investment Holdings**

**Account Name:** John Mathews T/U/A **Account No.:** 1000B **Mark As Favorite**
**Processing Date:** 06/15/2004

| Shares/Par Value | Cusip | Investment Category | Rate | Maturity | Cost Basis($) | Unit Value | Mkt Val($) | Est Ann Inc ($) | Cur Yld | %Port |
|---|---|---|---|---|---|---|---|---|---|---|
| **Common Stock** | | | | | | | | | | |
| 300.00000 | 00195710 | AT&T Corporation | | | 6,145.00 | 16.58 | 4,974.00 | 285.00 | 5.73 | 0.69 |
| 1,950.00000 | 054303102 | Avon Products Inc | | | 21,937.50 | 88.66 | 172,887.00 | 1,092.00 | 0.63 | 23.93 |
| 2,000.00000 | 350244109 | Foster Wheeler Corp | | | 26,000.00 | 1.18 | 2,360.00 | 0.00 | 0.00 | 0.33 |
| 8,000.00000 | 375766102 | Gillette CO | | | 106,000.00 | 43.09 | 344,720.00 | 5,200.00 | 1.51 | 47.71 |
| 2,000.00000 | 382550100 | Goodyear Tire & Rubber CO | | | 40,000.00 | 8.70 | 17,400.00 | 0.00 | 0.00 | 2.41 |
| 2,000.00000 | 604059105 | Minnesota Mining & Manufacturing | | | 58,000.00 | 84.56 | 169,120.00 | 2,880.00 | 1.70 | 23.41 |
| **16,250.00** | | **TOTALS** | | | **258,082.50** | | **711,461.00** | **9,457.00** | **1.33** | **98.46** |
| **Mutual Funds - Bond** | | | | | | | | | | |
| 595.53300 | 08160P848 | Short-Intermed Bond Portfolio | | | 12,000.00 | 18.67 | 11,118.60 | 319.57 | 2.87 | 1.54 |
| **595.53** | | **TOTALS** | | | **12,000.00** | | **11,118.60** | **319.57** | **2.87** | **1.54** |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **16,845.53** | | **Total Investments** | | | **270,082.50** | | **722,579.60** | **9,776.57** | **1.35** | **100** |
| | | **Plus Net Cash** | | | | | **-7,932.96** | | | |
| | | **Total Market Value** | | | | | **714,646.64** | | | |

Portfolio components may not equal 100% due to rounding.
* Denotes Invested Income Portfolio.

Figure 9: Account Holdings Report

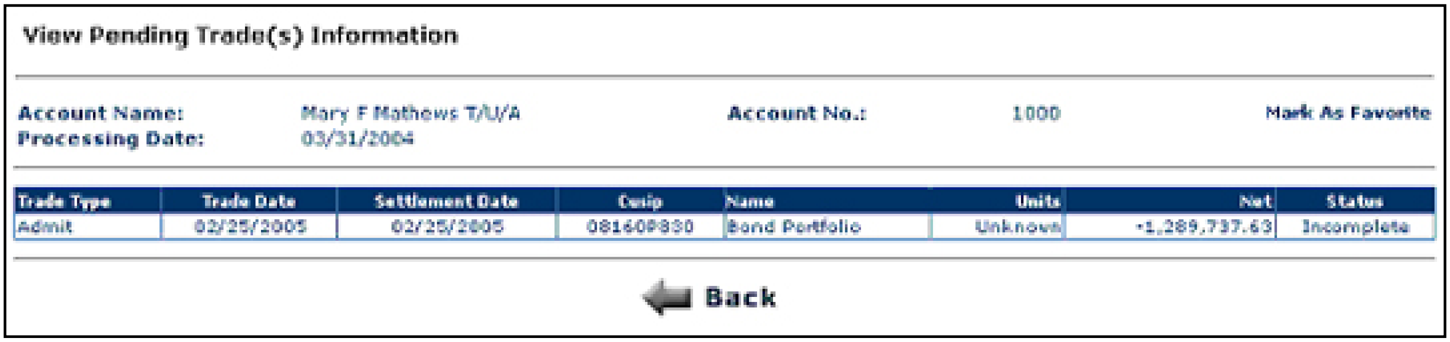
**Taxlot**

**Account Name:** John Mathews T/U/A **Account No.:** 1000B
**Processing Date:** 06/15/2004
**Asset Name:** AT&T Corporation

| Shares | Acquired Date | How Acquired | Cost | Unit Cost | Mar. Val. | Unreal. Gain & Loss |
|---|---|---|---|---|---|---|
| 100.00000 | 09/04/2001 | Purchase | 2,050.00 | 20.50 | 1,658.00 | -392.00 |
| 100.00000 | 09/04/2001 | Purchase | 2,020.00 | 20.20 | 1,658.00 | -362.00 |
| 100.00000 | 09/04/2001 | Purchase | 2,075.00 | 20.75 | 1,658.00 | -417.00 |

**Back**

Figure 10: Account Holdings Report - Taxlot Drill Down



**View Pending Trade(s) Information**

**Account Name:** Mary F Mathews T/U/A **Account No.:** 1000 **Mark As Favorite**
**Processing Date:** 03/31/2004

| Trade Type | Trade Date | Settlement Date | Cusip | Name | Units | Net | Status |
|---|---|---|---|---|---|---|---|
| Admit | 02/25/2005 | 02/25/2005 | 08160P830 | Bond Portfolio | Unknown | -1,289,737.63 | Incomplete |

Back

Figure 11: Account Holdings Report - Pending Trade Drill Down

## 4.3 Account Transactions Report

The Transactions Report displays a rolling history (Adds Newest Date and Drops Oldest Date) of your daily transactions. The report contains information on your transactions for the date range you enter into the From and To date fields above the Report (Figure 12). Once you have selected your date range, you must click the Get button to process your request.

Note that you have the option of either directly entering a date, or clicking on the Calendar Icon next to the date fields, which will allow you to select the dates from an interactive pop-up Calendar (Figure

**Transactions**

**Account Name:** John Mathews T/U/A **Account No.:** 1000B **Mark As Favorite**

**From:** 03/15/2004 **To:** 06/15/2004 GET

| Date | Cusip | Type | Description | Income ($) | Principal($) |
|---|---|---|---|---|---|
| | | | **Starting Balances** | **2,685.64** | **-9,090.85** |
| 03/31/2004 | | Scheduled Cash Disbursement | Distribution To Beneficiary<br>Paid To : Martin Mathews | -2,685.64 | 0.00 |
| 04/14/2004 | | Market Fee | Market Fee Paid<br>Based On A Market Value Of $664,464.26 | 0.00 | -1,282.86 |
| 04/23/2004 | 08160P848 | Dividend | SIBDA : Short-Intermed Bond Portfolio<br>Dividend Payable 04/23/2004<br>595.533 Shares @ $0.04303 | 25.63 | 0.00 |
| 05/03/2004 | 00195710 | Dividend | T : AT&T Corporation<br>Dividend Payable 05/03/2004<br>300 Shares @ $0.2375 | 71.25 | 0.00 |
| 05/06/2004 | 08160P848 | Dividend | SIBDA : Short-Intermed Bond Portfolio<br>Dividend Payable 04/26/2004<br>595.533 Shares @ $0.0457 | 27.22 | 0.00 |
| 06/03/2004 | 054303102 | Dividend | AVP : Avon Products Inc<br>Dividend Payable 06/01/2004<br>1950 Shares @ $0.14 | 273.00 | 0.00 |
| 06/03/2004 | 08160P848 | Dividend | SIBDA : Short-Intermed Bond Portfolio<br>Dividend Payable 05/24/2004<br>595.533 Shares @ $0.03971 | 23.65 | 0.00 |
| 06/04/2004 | 375766102 | Dividend | GS : Gillette CO<br>Dividend Payable 06/04/2004<br>8000 Shares @ $0.1625 | 1,300.00 | 0.00 |
| 06/14/2004 | 604059105 | Dividend | MMM : Minnesota Mining & Manufacturing<br>Dividend Payable 06/12/2004<br>2000 Shares @ $0.36 | 720.00 | 0.00 |
| | | | **Ending Balances** | **2,440.75** | **-10,373.71** |

Figure 12: Account Transactions Report

May 2007

<< < Today > >>

| Su | Mo | Tu | We | Th | Fr | Sa |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |
| | | | | | | |

Figure 13: Transactions Calendar

Calendar

Clicking on the “Pop-up” Calendar button will open up a new small window containing a calendar. This calendar will control the date in the field to the left of the Calendar button.

Clicking “Today” will use Today’s date.

Clicking on “<” or “>” will advance the Month backwards or forwards respectively.

Clicking on “<<” or “>>” will advance the Year backwards or forwards respectively.

Clicking on one of the numbers will select that day, for the month and year displayed.

### 4.4 Account Taxlot Report

The Taxlot Report (Figure 14) displays the Taxlot information for all Assets of the selected account (s). This report may be accessed via the link from the reports menu or the drill down link from the

**Taxlot**

**Account Name:** Martin Mathews T/U/A **Account No.:** 1000A **Mark As Favorite**

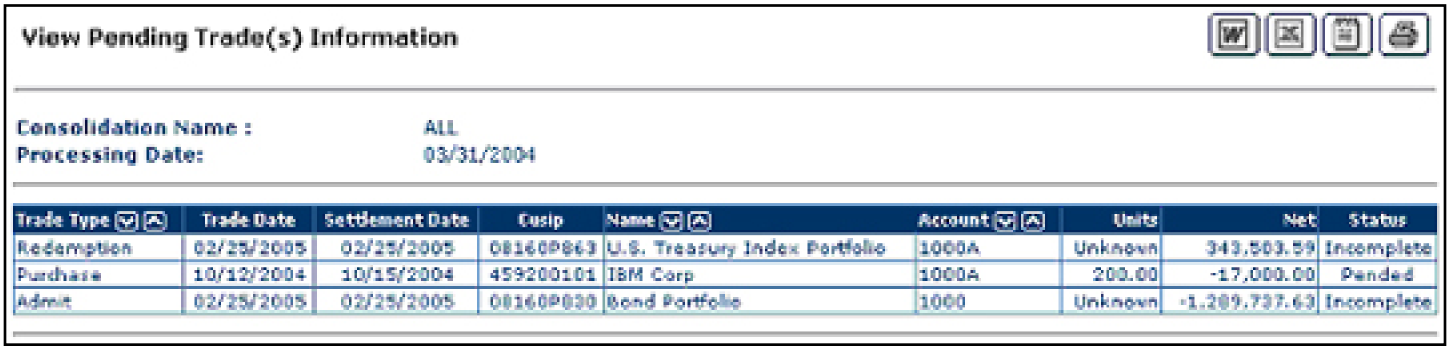
**Processing Date:** 06/15/2004

| Shares | Assets | Acquired Date | How Acquired | Cost | Unit Cost | Market Value | Unreal. Gain & Loss |
|---|---|---|---|---|---|---|---|
| 100.00000 | AT&T Corporation | 09/04/2001 | Purchase | 2,050.00 | 20.50 | 1,658.00 | -392.00 |
| 100.00000 | AT&T Corporation | 09/04/2001 | Purchase | 2,025.00 | 20.25 | 1,658.00 | -367.00 |
| 100.00000 | AT&T Corporation | 09/04/2001 | Purchase | 2,075.00 | 20.75 | 1,658.00 | -417.00 |
| 1,000.00000 | Avon Products Inc | 12/07/1987 | Asset Free Receipt | 11,000.00 | 11.00 | 88,660.00 | 77,660.00 |
| 1,000.00000 | Foster Wheeler Corp | - | Asset Free Receipt | - | - | 1,180.00 | - |
| 4,000.00000 | Gillette CO | 11/30/1987 | Asset Free Receipt | 28,000.00 | 7.00 | 172,360.00 | 144,360.00 |
| 2,000.00000 | Goodyear Tire & Rubber CO | 12/31/1990 | Purchase | 40,000.00 | 20.00 | 17,400.00 | -22,600.00 |
| 400.00000 | Sara Lee Corp | 09/30/1988 | Purchase | 8,606.00 | 21.52 | 9,160.00 | 554.00 |
| 595.53300 | Short-Intermed Bond Portfolio | 01/28/1993 | Purchase | 12,000.00 | 20.15 | 11,118.60 | -881.40 |

Figure 14: Taxlot Report

## 4.5 Account Pending Trades Report

The Pending Trades Report (Figure 15) displays the trades that are pending for the chosen processing date. This report may be accessed via the link from the reports menu or the drill down link




| Trade Type | Trade Date | Settlement Date | Cusip | Name | Account | Units | Net | Status |
|---|---|---|---|---|---|---|---|---|
| Redemption | 02/25/2005 | 02/25/2005 | 08160P863 | U.S. Treasury Index Portfolio | 1000A | Unknown | 343,503.59 | Incomplete |
| Purchase | 10/12/2004 | 10/15/2004 | 459200101 | IBM Corp | 1000A | 200.00 | -17,000.00 | Pended |
| Admit | 02/25/2005 | 02/25/2005 | 08160P830 | Bond Portfolio | 1000 | Unknown | -1,209,737.63 | Incomplete |

Figure 15: Account Pending Trades Report

## 4.6 Report Toolbar

This toolbar, which can be found in the top right corner of each report, allows you to download and view your data in several different formats. On the standard Report Toolbar there are four buttons (Figure 16):

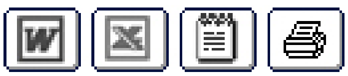
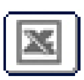


Figure 16: Standard Report Toolbar

Figure 17: Portfolio Report Charts

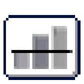
 The “Word” button will allow you to download your Report data into a Microsoft Word Document.*

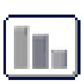
 The “Excel” button will allow you to download your report data into a Microsoft Excel Spreadsheet.*

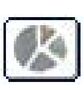
 The “Text” button will allow you to download your report data into ASCII text file.

 The “Print” button will display a printer-friendly version of your report.

Additionally on the Portfolio Summary Report you have 3 extra buttons, which allow you to view your report graphically as a comparison chart, a bar chart, or a pie chart. (Figure 17)

 The “Comparison Chart” button will display a Comparison Chart of your Report data, showing you your actual versus target values (Figure 18).

 The “Bar Chart” button will display a Bar Chart of your Report data. (Figure 19)

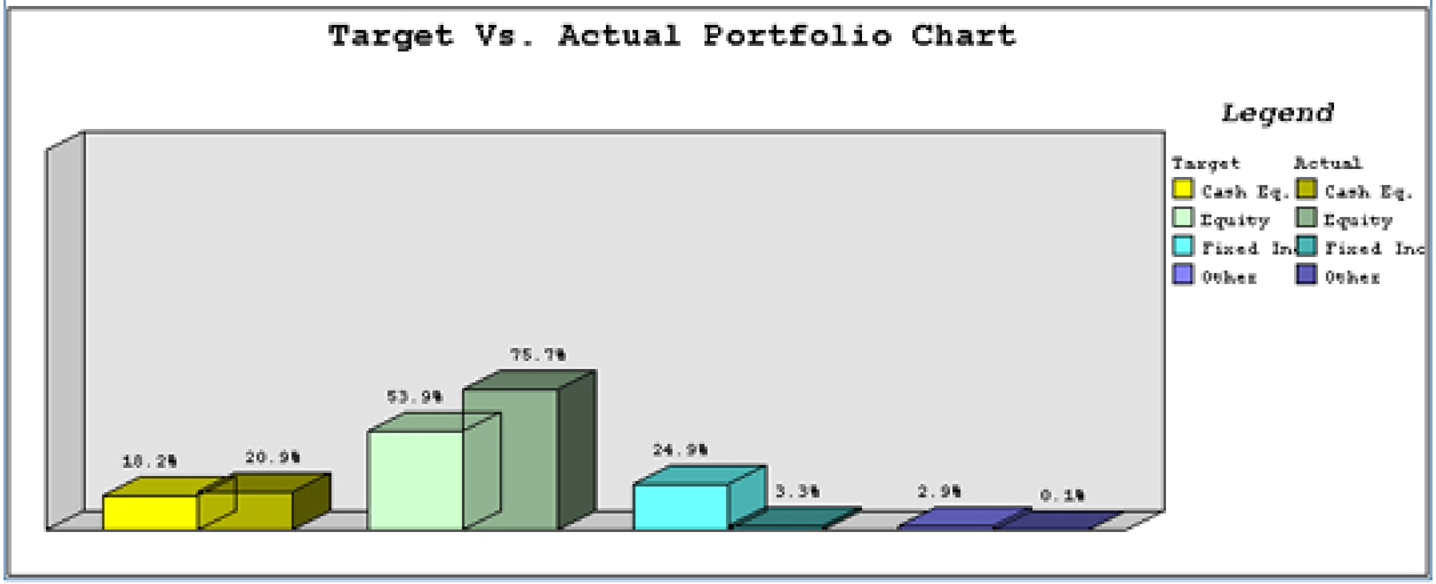
 The “Pie Chart” button will display a Pie Chart of your Report data. Clicking on a wedge of the Pie Chart will bring up a summary of the data contained in that wedge. This summary in turn allows you to further drill down to an expanded view of that data. (Figure 20)

* If you are using Microsoft Internet Explorer, and have Microsoft Office installed, clicking on these

**Portfolio: Target Vs Actual Market Value**

Figure 18: Portfolio: Target vs. Actual Bar Chart

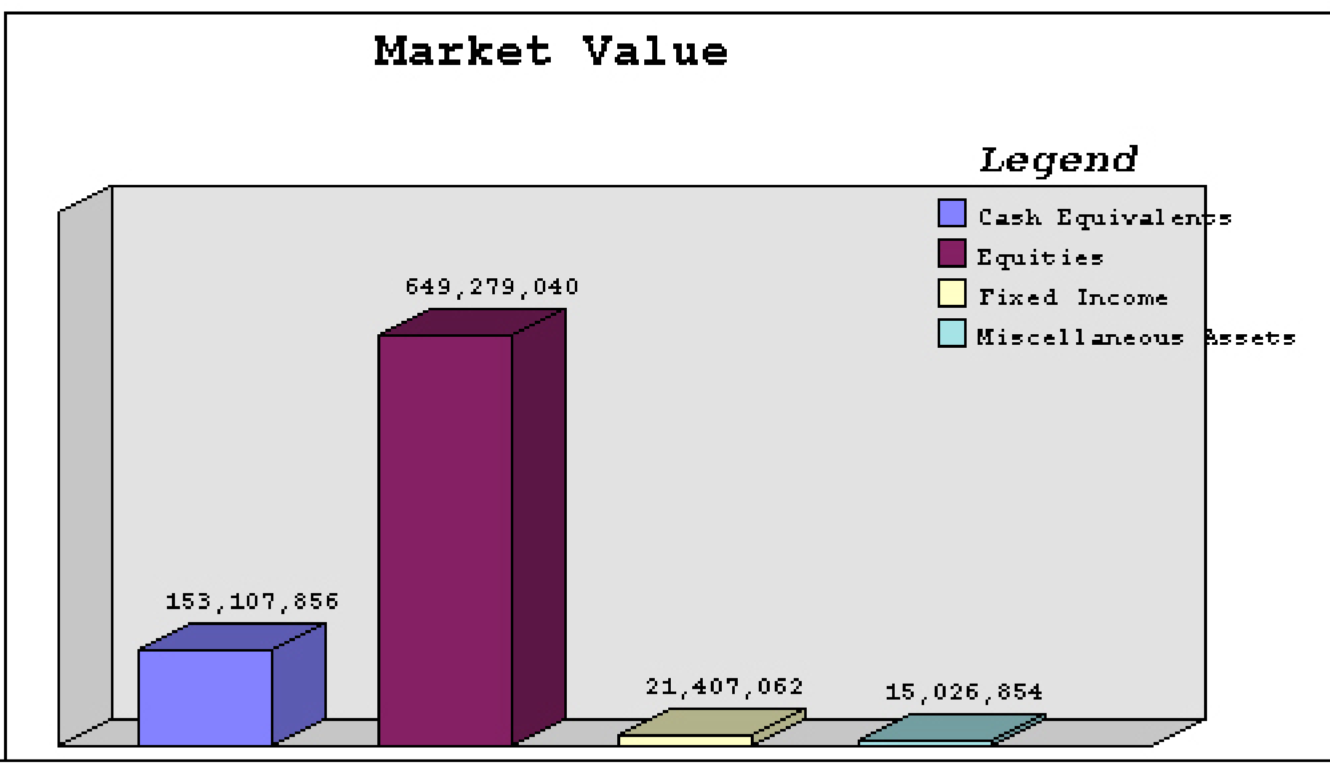
**Consolidation Name :** ALL
**Processing Date:** 06/15/2004




**Portfolio: Market Value Chart**

Figure 19: Portfolio: Market Value Bar Chart

**Consolidation Name :** ALL
**Processing Date:** 06/15/2004



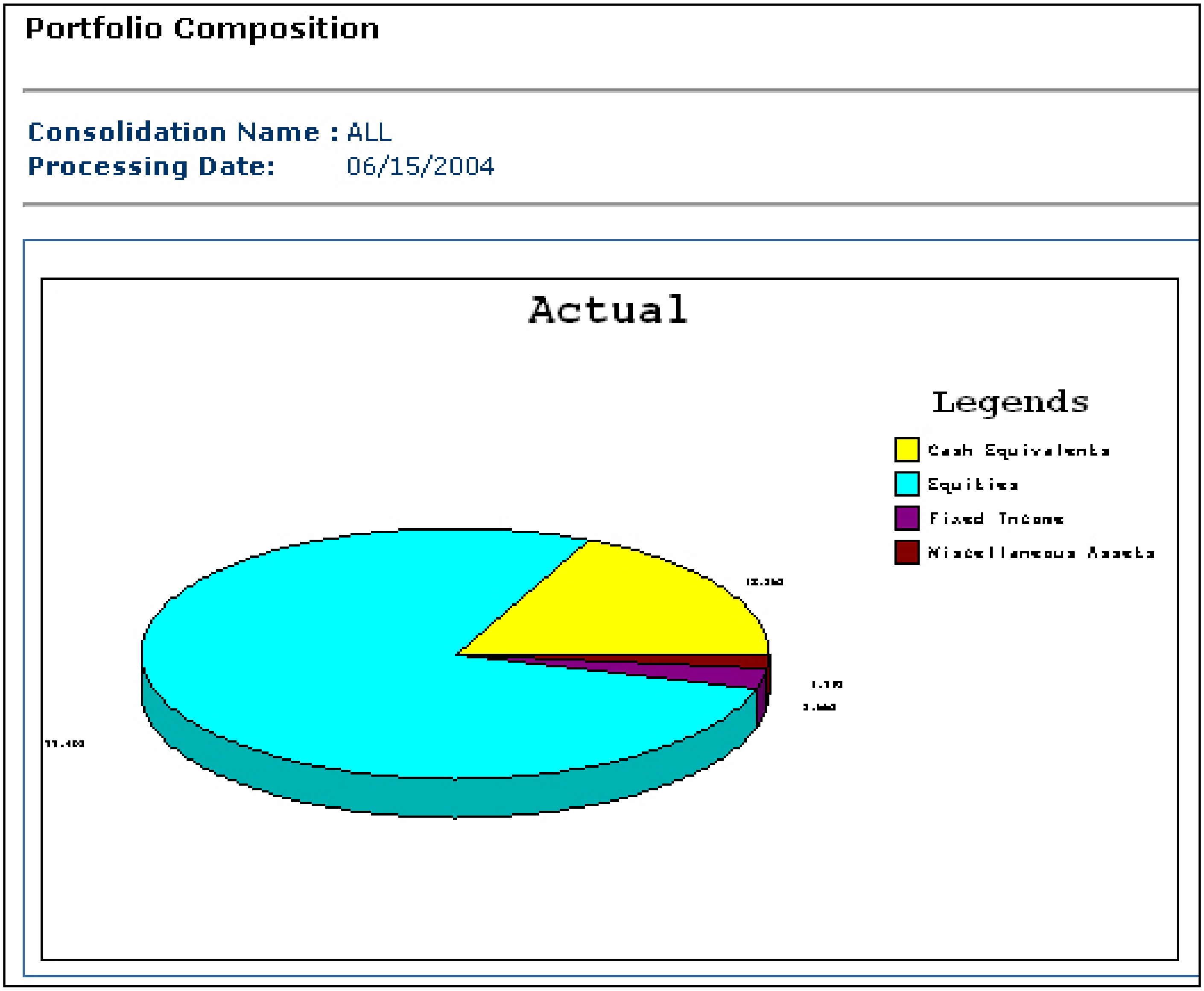



Figure 20: Portfolio Composition Pie Chart

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## 5. Statement Menu

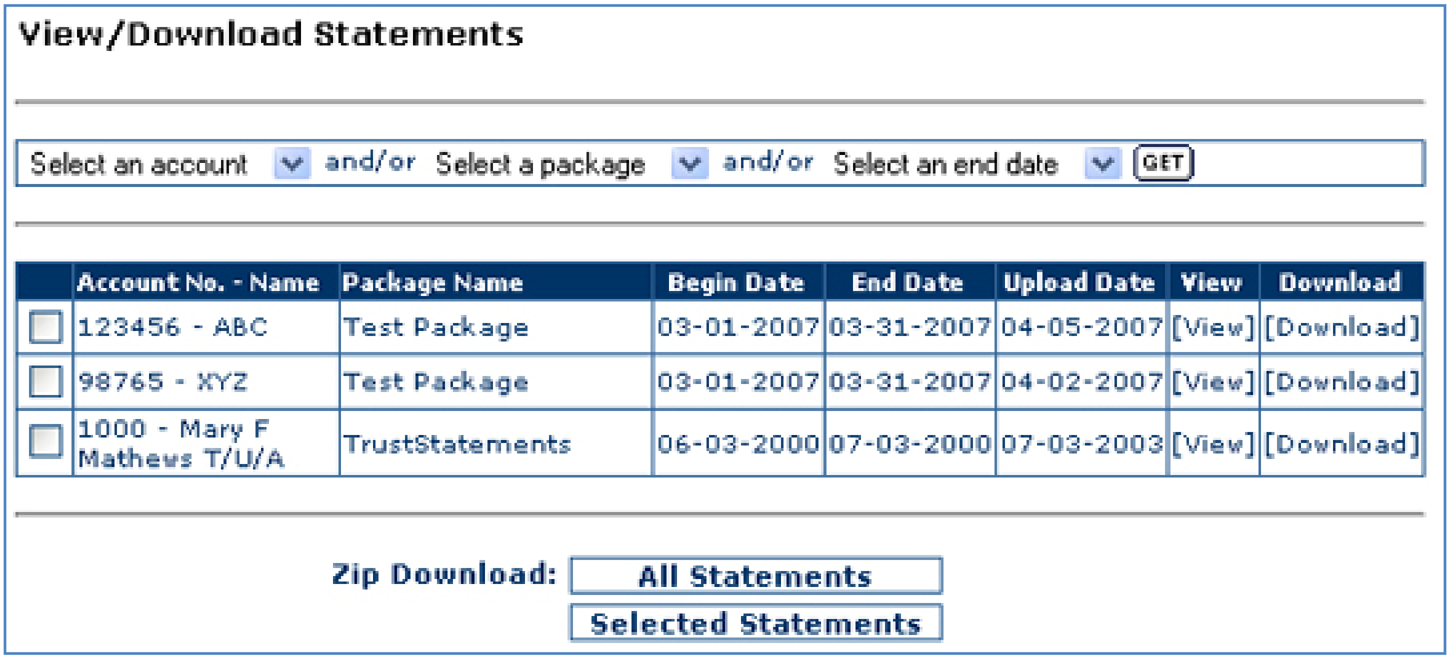
The Statement menu (Figure 21) contains your account(s) electronic statement.  Statements are in a PDF format, and may be viewed or downloaded.

The Statements section of TrustReporter consists of 3 drop-down boxes from which you can select your Account, and/or a Package, and/or an End Date (Figure 22).  Based on the Criteria you select in these boxes, a list of Statements will appear beneath them, once you click the Get button. Any time you change the Account, the Package, or the Date, you must click the Get button to refresh the list of Statements that are displayed.

Once a list of Statements is displayed you have the option to either View a statement, Download a statement, or Zip-Download multiple statements at once.


Figure 21: Statements Menu

Selecting the View button will open up a new browser window and launch Adobe Acrobat Reader to display your Statement.




| | Account No. - Name | Package Name | Begin Date | End Date | Upload Date | View | Download |
|---|---|---|---|---|---|---|---|
| ☐ | 123456 - ABC | Test Package | 03-01-2007 | 03-31-2007 | 04-05-2007 | [View] | [Download] |
| ☐ | 98765 - XYZ | Test Package | 03-01-2007 | 03-31-2007 | 04-02-2007 | [View] | [Download] |
| ☐ | 1000 - Mary F Mathews T/U/A | TrustStatements | 06-03-2000 | 07-03-2000 | 07-03-2003 | [View] | [Download] |

Figure 22: View/Download Statements

Selecting the Download button will display a pop-up message, which prompts you to either Open or Save the file. Choose Save, to save the file in a folder on your PC. To view the downloaded report, locate the folder in which it is saved, and double click on the file. (This will launch Acrobat Reader and display your file).

The Zip-Download feature will allow you to download multiple Statements to your PC in one compressed Zip file. Selecting on the "ALL" statements button will download all available statements at once. To select a group of individual statements to download in a zip file, select the checkboxes to the left of your desired statements, and click the "SELECTED" statements button to begin downloading.

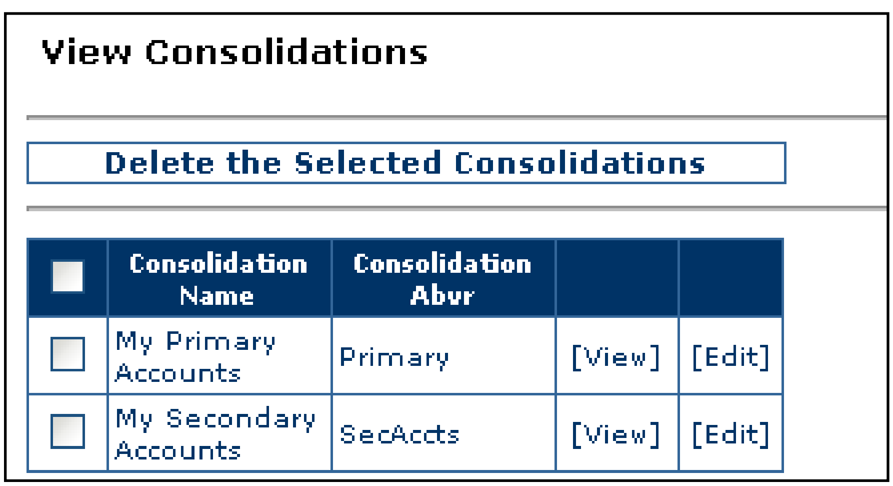
Notes:
1. To view a statement you will need Adobe Reader available for download at www.adobe.com
2. To unzip/decompress the Zip file you will need a third-party decompression tool such as WinZip, available at www.winzip.com

# 6. Manage Consolidations Menu

TrustReporter allows the creation of account consolidations. An account consolidation is a grouping of several accounts in order to view their data as a total.

The View Consolidations (Figure 23) screen displays consolidations that have been previously created.

The Add Consolidations (Figure 24) screen is where to create the consolidations.



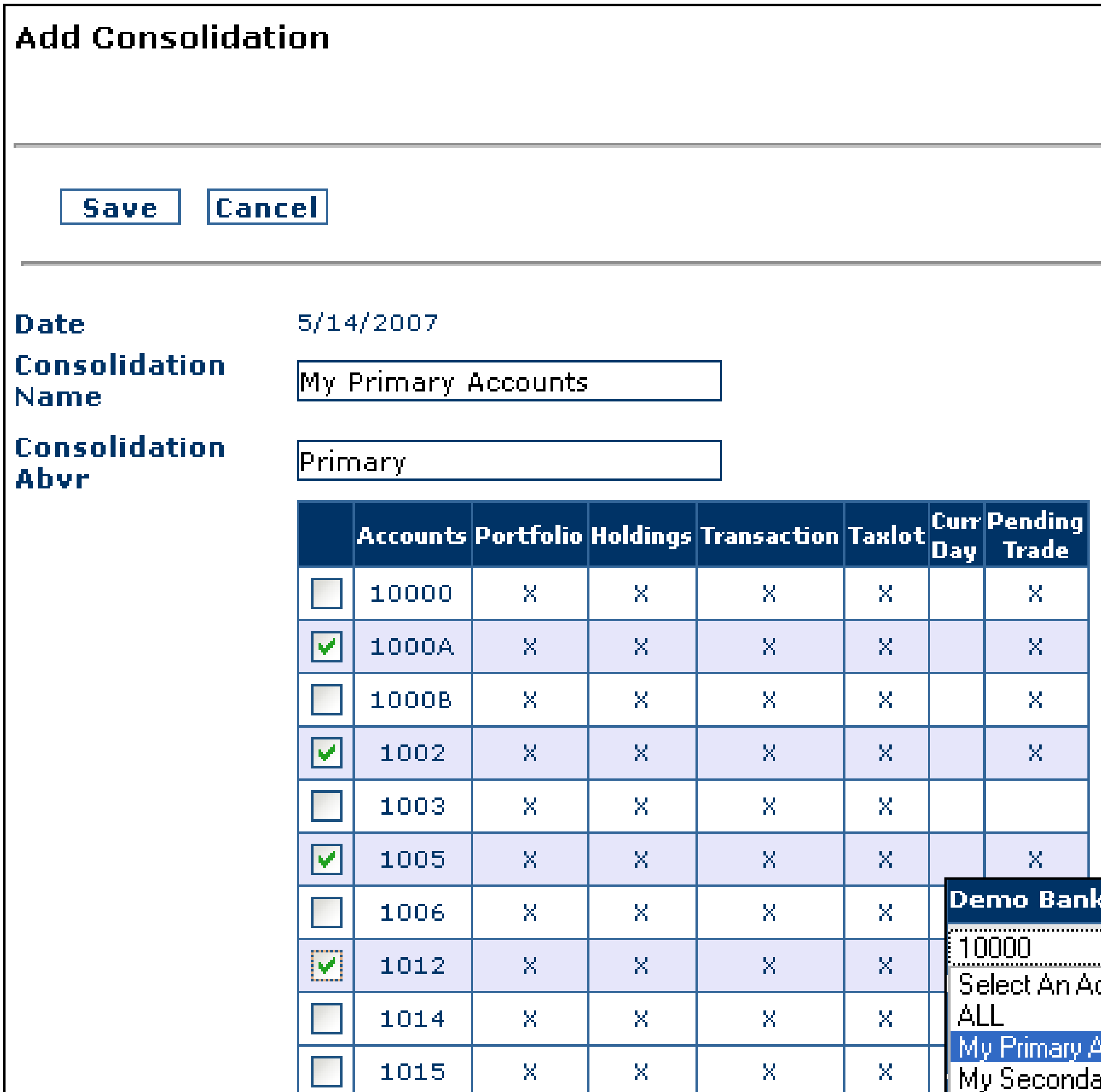

| ☐ | Consolidation Name | Consolidation Abvr | | |
|---|---|---|---|---|
| ☐ | My Primary Accounts | Primary | [View] | [Edit] |
| ☐ | My Secondary Accounts | SecAccts | [View] | [Edit] |

Figure 23: View Consolidations

### 6.1 How to create an account consolidation

To create an account consolidation please follow the steps below:

1. Select the “Add Consolidations” link under Manage Statements
2. Enter in a Consolidation Name
3. Enter in a Consolidation Abbreviation (must be less than 8 characters)
4. Select the accounts to be included in the consolidation
5. Select “Save” to complete the consolidation creation.
6. To view the saved consolidation, select it from the account dropdown (Figure 25)




| | Accounts | Portfolio | Holdings | Transaction | Taxlot | Curr Day | Pending Trade |
|---|---|---|---|---|---|---|---|
| ☐ | 10000 | x | x | x | x | | x |
| ☑ | 1000A | x | x | x | x | | x |
| ☐ | 1000B | x | x | x | x | | x |
| ☑ | 1002 | x | x | x | x | | x |
| ☐ | 1003 | x | x | x | x | | |
| ☑ | 1005 | x | x | x | x | | x |
| ☐ | 1006 | x | x | x | x | | |
| ☑ | 1012 | x | x | x | x | | |
| ☐ | 1014 | x | x | x | x | | |
| ☐ | 1015 | x | x | x | x | | |

Figure 24: Add Consolidation

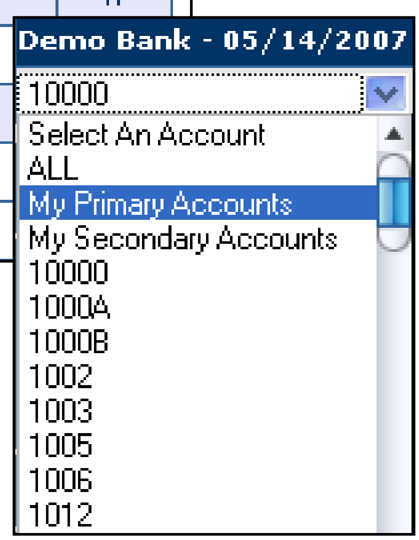



Figure 25: Account Dropdown

# 7. Mail Menu

TrustReporter has an internal mail system that allows users and administrators to send information back and forth securely within TrustReporter.

The Inbox (Figure 26) displays the mail sent to your account. Administrators are only able to send you mail, your information is not shared with other account holders.

The Compose Mail section (Figure 27) allows you to send a secure mail to your administrator.

**7.1 How to send a mail to the administrator**

1. Select Compose under the mail section
2. Select the "Select Users" button to open up a popup window displaying the administrators
3. Select the "Select" button
4. Enter in a Subject, Set the Priority and enter in your message
5. Select the "Send" button to send your message

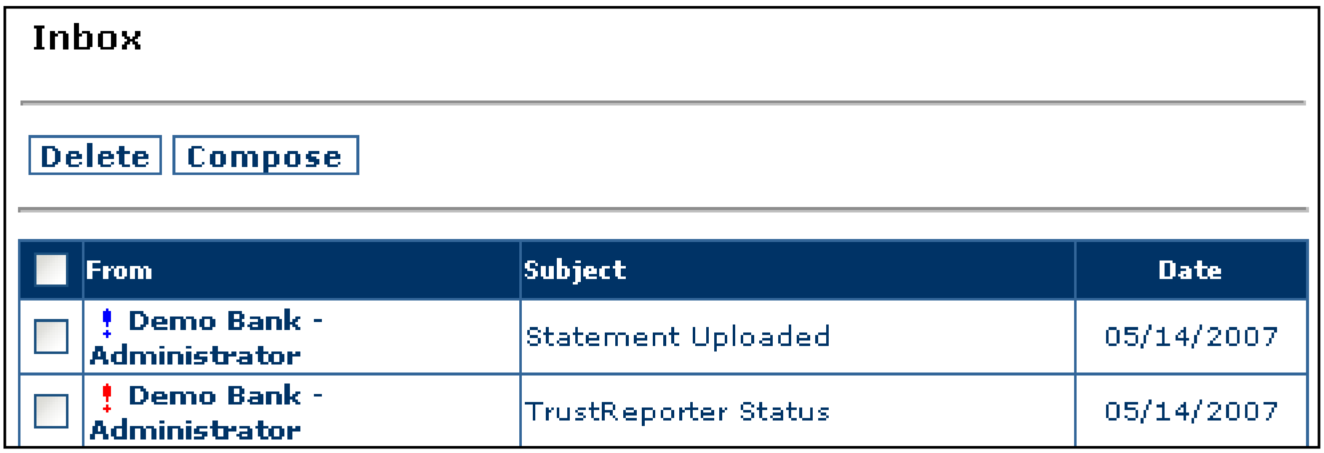



Figure 26: Mail Inbox

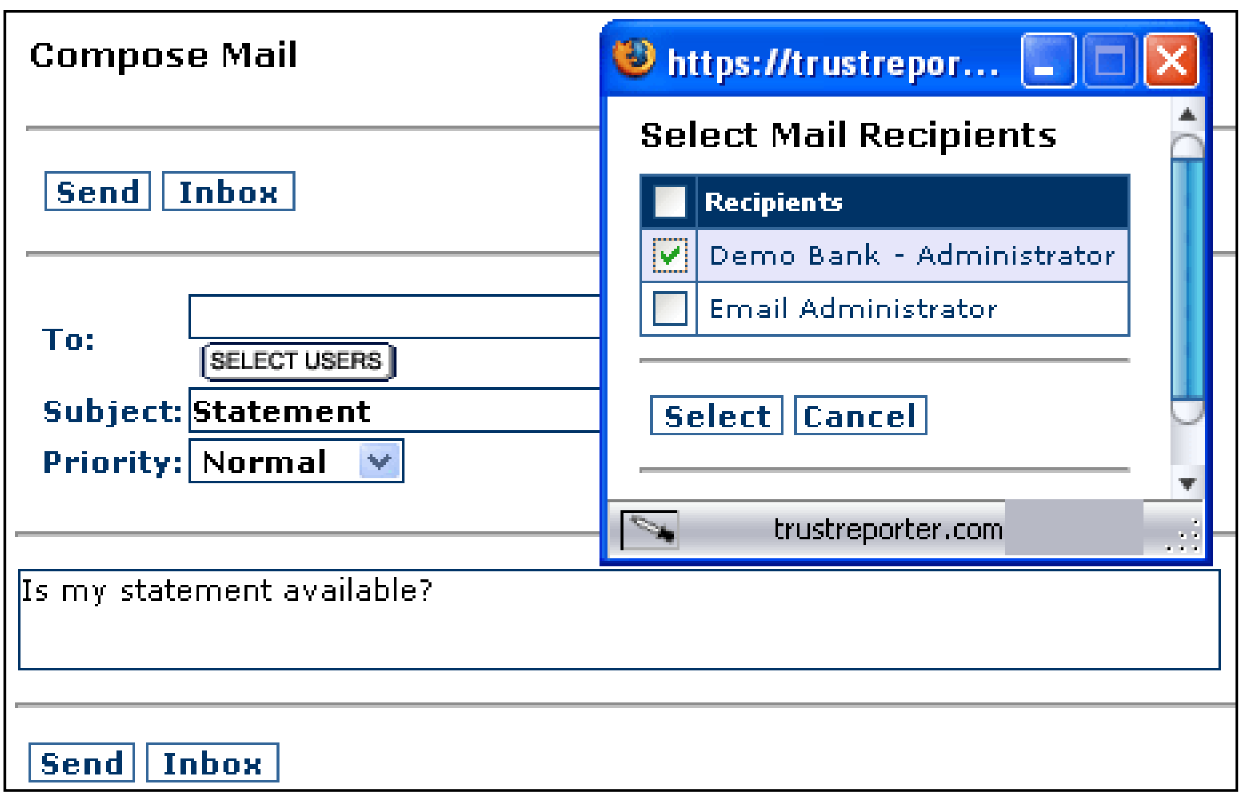



Figure 27: Compose Mail

# 8. Documents Menu

The Documents menu contains any documents that may have been uploaded for you. The navigation is very similar to the Statements menu. Files may be viewed or downloaded. To download all documents at once, select the Zip-Download link at the bottom of the page.

Unlike statements which are restricted to PDF format, documents may be of various different formats. If you are having difficulty viewing a statement, please contact your account administrator.

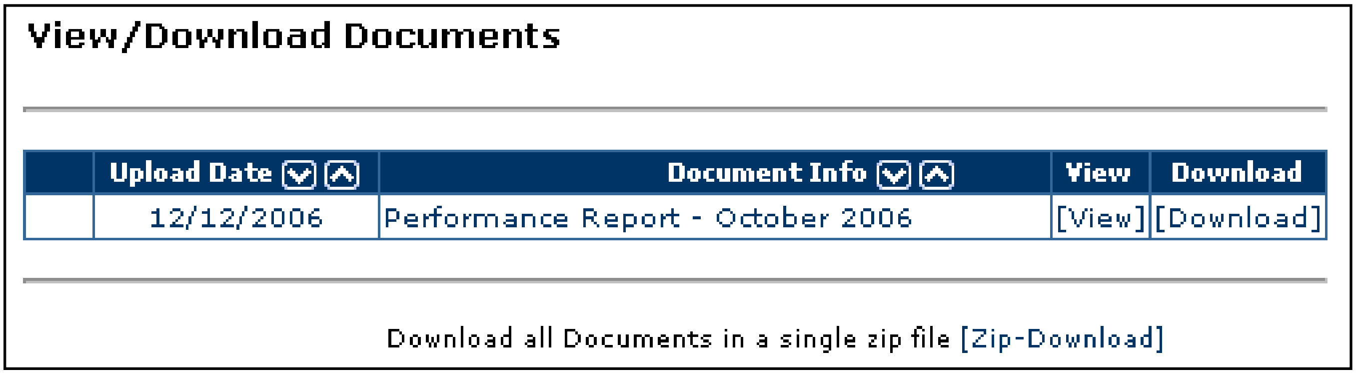



Figure 28: View/Download Documents

# 9. Extras Menu

The Extras menu contains two links: My Profile and FAQs.

The My Profile section (Figure 29) is where to change your password, email address or update your email notification options.

The FAQ section (Figure 30) is where you can get answers to frequently asked questions.

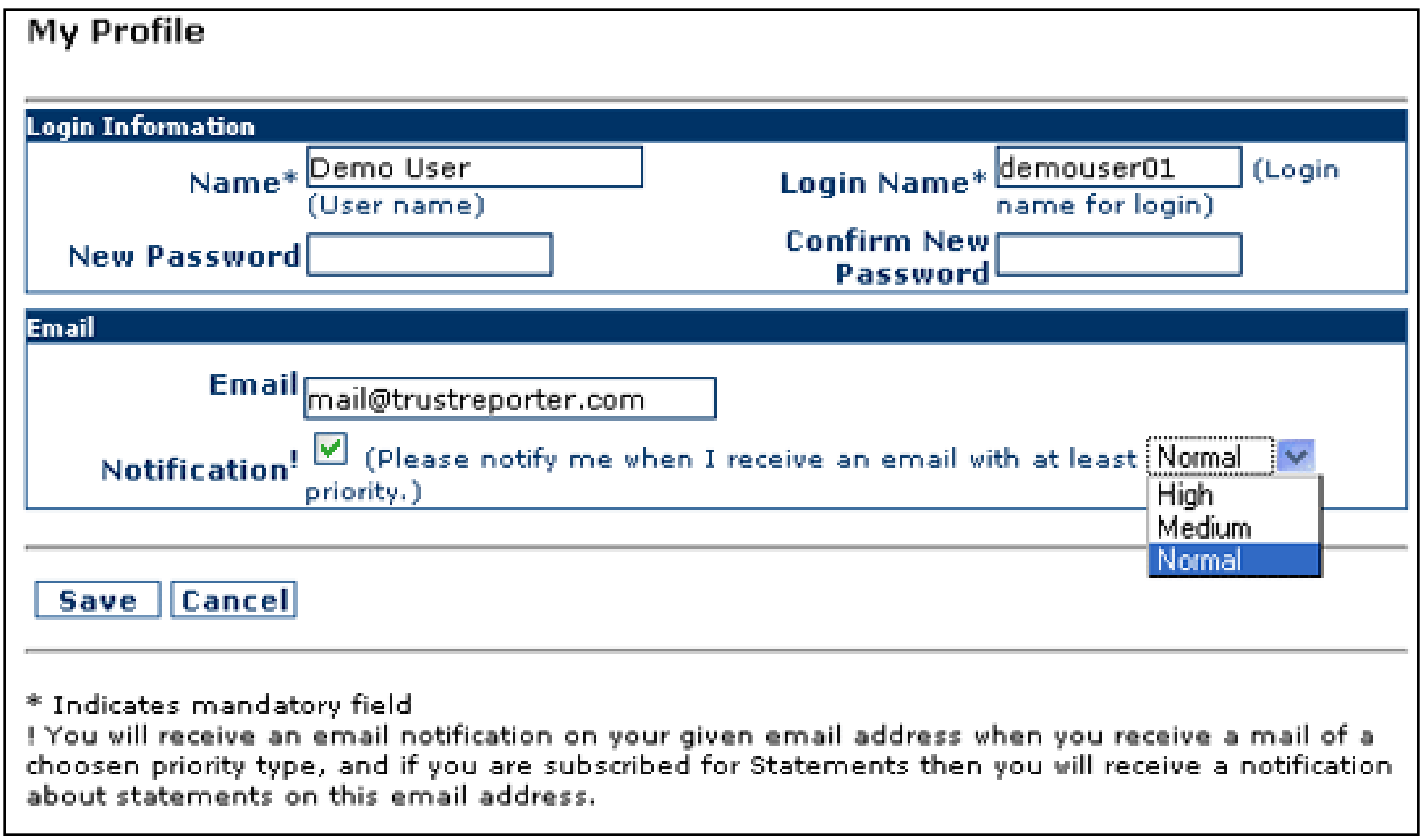



Figure 29: My Profile

**Frequently Asked Questions**

**Select the process :**

What is TrustReporter?
What can I do with TrustReporter?
Why do I need TrustReporter?
How do I use TrustReporter?
What do I need in order to use TrustReporter?
How secure is TrustReporter?

**What is TrustReporter?** [Top]
Online Report Delivery Engine for your Trust/Rite for Windows Data.

**What can I do with TrustReporter?** [Top]
You can view your portfolio summary, transactions, holdings and taxlot reports. You can download your reports in several popular formats such as Word, Excel and ASCII.

**Why do I need TrustReporter?** [Top]
Competitive Advantage. Daily Information to clients, instead of monthly.

**How do I use TrustReporter?** [Top]
Log onto the Internet, go to your Bank's website, click on the TrustReporter link, and log in with user id/password given to you by your Bank.

**What do I need in order to use TrustReporter?** [Top]
A Computer with a web browser (IE 5.0+ or Netscape 6.0+) and Internet Connectivity, and the password/user ID supplied by your bank.

**How secure is TrustReporter?** [Top]
TrustReporter utilizes 128-bit SSL encryption. Server is hosted by NTT/VERIO, a leading SAS 70 I &II compliant hosting company, with state of the art infrastructure (www.verio.com).

Figure 30: FAQ List

# 10. Strong Authentication

TrustReporter utilizes strong authentication methods whenever a login occurs.

The Strong Authentication works as follows:

1. The first time you log into TrustReporter you start a profile
2. Once a profile has been created you are asked to setup a set of questions
3. If you attempt to log into TrustReporter from anywhere outside of your profile you will be asked a subset of those questions (***NOTE: When answering the questions you must type in exactly the same answer that you had previously entered***)
4. Once a year you will be asked to update your questions/answers.

Some hints to avoid confusion in the future regarding strong authentication:

1. Make your answers general enough, but specific (e.g. If you select the name of your birth hospital just put the name of the hospital “Skyhook” instead of “Skyhook Hospital”).
2. Do not abbreviate your answers (e.g. Put Delaware Valley and not Del Val)
3. Try to make your answers as easy to remember as possible.